RESUME TRAINING

How to Complete a Successful Government Resume

Michigan Human Resource Office

February 2007

Overview

- Purpose
- Staffing Background
- Tips for a Successful Government Resume
- Common Errors
- Suggestions

Purpose

- Government resumes differ from Civilian resumes:
  - Require More Detail
  - Used to Determine Basic Required Qualifications needed for a Job Interview

Staffing Background

- Staffing Role: To determine basic minimum qualifications IAW NGB Staffing Guide
  - Required by Regulation and Law
  - Driven by OPM and NGB Guidance
  - Subject to Bargaining Unit Agreement
  - Subject to EEO/Federal Labor Relations Authority (FLRA) Rulings

Tips for a Successful Government Resume

- Study The Job Announcement
  - Read very carefully and pay attention to:
    - **Appointment Type: Officer/Warrant Officer/Enlisted**
    - **Areas of Consideration**
    - **Required General and Specialized Experience**
    - **KSA's**
    - **Substitution of Education**
    - **How to Apply**

Tips for a Successful Government Resume

- Complete a Resume including:
  - GENERAL INFORMATION
    - Job Applying For: Title, Announcement Number, Grade
    - Your Name (First, Middle Int., Last), SSAN, DOB,
    - Address, Contact Numbers For Day and Night with

      Area Code
    - Citizenship Information, re-instatement

      eligibility if applicable, highest grade held if applicable (must attach latest SF Form 50).

Tips for a Successful Government Resume

- EDUCATION INFORMATION
  - High School: Name, Location, Date Graduated
  - College/University: Name, Location, Degree if applicable,
  - Major Field of Study, Semester/Quarter Hours Completed, Date of Degree if applicable. No need to attach transcripts UNLESS substituting education for experience

Tips for a Successful Government Resume

- WORK EXPERIENCE – The Meat of the Resume
  - Dates Job Held: Must Have Month and Year (starting and ending)!!!
  - Job Title, Grade, Address, Starting and Ending
  - Salary, Supervisors name and phone number.
  - Work Performed: **Write to the General and Specialized Experience**

Examples of Work Experience – Crew Chief

<u>Required Specialized Experience</u>: Must have 18 months experience Troubleshooting, repairing, maintaining, servicing, inspecting, and Modifying aircraft to include installing equipment on aircraft using Diagrams and technical publication.

- **<u>BAD</u>**: From 2002 to 2004 I was a crew chief.

- **<u>GOOD</u>**: From 01 Mar 2002 to 10 Oct 2004 I served as the crew chief on a C-130 where I used testing equipment to troubleshoot malfunctions with systems. I repaired, maintained, serviced, inspected, and modified systems on the aircraft daily in the performance of my job. I used tech orders and Manufacturers drawings and diagrams to determine proper maintenance procedures on assigned aircraft.

Examples of Work Experience - Information Technology

Required Specialized Experience: Must have 36 months experience in work that involved the planning and delivery of customer support services, including installation, configuration, troubleshooting, customer assistance, and/or training in response to customer requirements. Quality of experience must be sufficient to plan, implement, and manage problem management systems designed to effectively recognize, report, track, and resolve problems.

BAD

Coordinate with staff and troop elements to troubleshoot computer hardware and software. Configure workstations in accordance with ADP standards and policies. Languages/Technologies: C/C++, Java, Perl, XML, ADA, WML, etc.

Remember we are not IT experts. Tell us what you do in Layman's terms.

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GOOD

From 2 Jan 2000 to 4 Oct 2004 provided customer computer support to the 127TH Wing by installing, configuring, and troubleshooting computer systems within the wing. Using the computer work order system, I planned the delivery of customer support based on the priority of the need to the customer and the base as a whole. I developed a system to track, report and resolve problems using historical problem data and projected needs information. I also planned training classes for new software introduced as well as to address common problem areas. Fluent in the use of various computer languages such as C/C++ and Java.

Tips for a Successful Government Resume

- KNOWLEDGE, SKILLS, ABILITIES (KSA'S)
  - NOT USED TO QUALIFY!!!!!
  - Used Only to Rate and Rank
  - Be Very Specific and Tell Us How Knowledge, Skill and/or Ability was gained

Common Errors

- **No Specific Dates**: Must give us at least month and year. If only giving year, we can only credit one day of that year.

- **Not Specific on Duties**: Must give us enough information to see the specialized requirements in the job you did.

- **Generic Resumes**: One resume is used for a variety of jobs. Will work if you are very specific and we are able to see the specialized experience for all jobs you are interested in. However, that is not very common.

- **Not showing both military and civilian experience**: List ALL related civilian and military job experience related to position applying for. The relevant military experience you show may make the difference as to whether of not you are qualified. **Specify whether experience was part-time or full-time**

Suggestions

- No need to attach Recommendation Letters, Certificates Transcripts, or any other documentation (Unless specifically required in Job Announcement). Take them to the interview.

- Let a Second Pair of Eyes Look Over Your Resume/Application

- Read, Read, and Re-Read. Make sure you have everything that is required in the announcement.

- Check the web site for all required forms. **https://www.mi.ng.ds.army.mil/jobs/**
- Fully comply with the "How to Apply" section of the job announcement

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Questions